TECHNICAL BULLETIN Ri 2530/3530/4030

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RECOMMENDED ACTION FOR FIELD MACHINES

☑ AT SETUP ☑ NEXT SERVICE CALL

☑ NEXT PM ☐ INFORMATION ONLY

TECHNICAL BULLETIN Ri 2530/3530/4030

Bulletin #	**Model**	**Date**
Ri 2530/3530/4030-04	Ri 2530/3530/4030	12/05/02
Affected Serial Number N/A		
Subject PREVENTING CASSETTE LIFT MOTOR DAMAGE (FIRMWARE UPDATE)		

We have received various reports of Cassette Lift Motor Damage from the field. The Machine Firmware has been Updated to prevent this problem. Please Update to the Firmware Levels available on Dealernet. The Table below outlines the levels that will address this problem.

Firmware Information

MAIN	MMI	LANGUAGE A	Models
2BJ29273E	2BJ29284F	2BJ29292D	Ri 2530/3530/4030

Please update to the Firmware Levels currently available on Dealernet.

Preventing Damage to the Cassette Lift Motor

Cassette Lift Motor "ON" time has been changed as follows:

OLD

The Message that is displayed on the panel instructs the user to "Reinsert the Cassette" when the upper lift limit switch did not turn ON. The timing for the cassette lift motor will retry 3 times within 18 seconds (6 seconds each).
After the Cassette is reinserted, an error is triggered if a problem exists.

NEW

The timing for the cassette lift motor has been changed so it will retry 2 times within 12 seconds (6 seconds each).
After the Cassette is reinserted, an error is triggered if a problem exists.

If you have any additional questions, please contact the Copystar Diagnostic Center at 1-800-457-7951 or email us at support@Kyoceramita.com.

1. Specification Change for the detection of a Cassette Lift Motor Problem

   Detection of Cassette Lift Motor Problem Error Codes

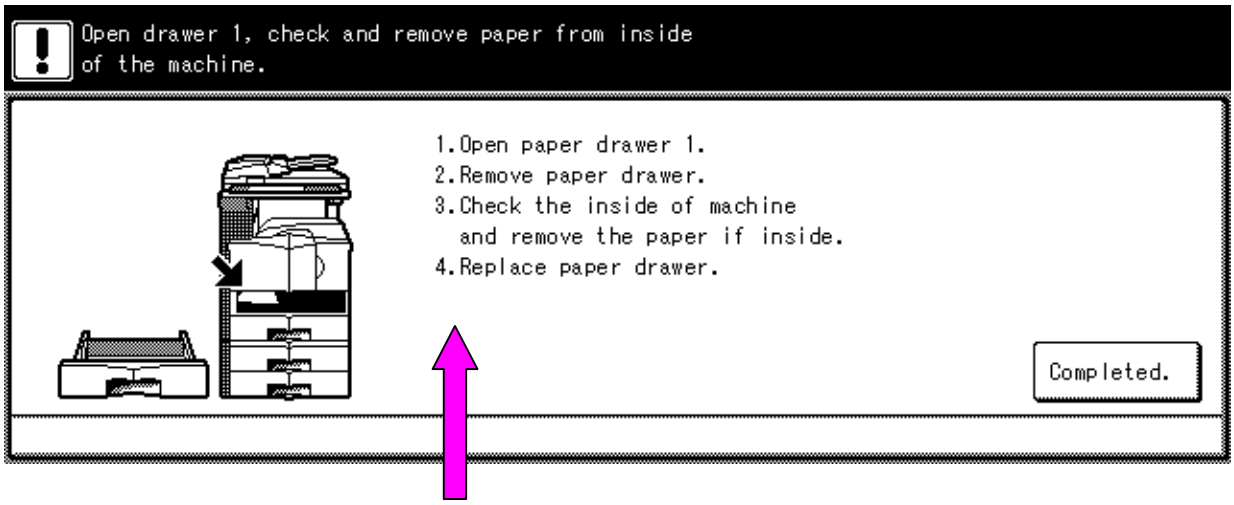
   C1010: 1st cassette
   C1020: 2nd cassette
   C1030: 3rd cassette
   C1040: 4th cassette

2. The message Displayed on the Operation Panel when detecting a Lift Motor Problem has been changed.

   Old Message: “Please Set Cassette.”

   New Message “Please pull the Cassette Out and Check Paper Status.”

3. The Firmware changes the guidance screen that is displayed when the machine detects a Cassette Lift Motor Problem related to the specific Cassette selected from the copy function screen.


Open drawer 1, check and remove paper from inside of the machine.
1.Open paper drawer 1.
2.Remove paper drawer.
3.Check the inside of machine and remove the paper if inside.
4.Replace paper drawer.
Completed.

Guidance screen

4. The Firmware has been changed so that if a Cassette Lift Motor is continuously detected 4 times, error code is indicated. (Previously an Error Code was indicated when the Cassette Lift Motor Problem was continuously detected twice.)